

# ConneCT Preview for Community Partners

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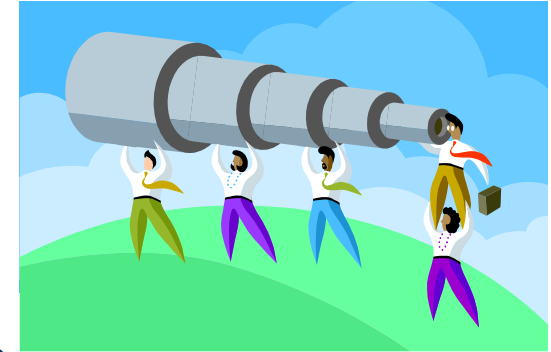
**State of Connecticut  
Department of Social Services**

**May 2013**

# ***ConneCT Project Overview - Project Vision & Objectives***

- ConneCT Objectives

- Improve Client Access
- Achieve Better Quality Outcomes
- Enhance Customer Service
- Reduce Costs
- Provide a Technological Framework for the Future



- Three Components

- Web Services
- Telephony
- Document Management and Workflow

# ConneCT Release Overview

	Functional Overview	Status / Target Date
<b>MyAccount (Client Accounts)</b>	Provides secure, anytime access to generic and case-specific information to clients via the Internet.	<b>Currently Live</b> ( <a href="http://www.connect.ct.gov">www.connect.ct.gov</a> ) >10,000 Accounts created as of 4/13
<b>Am I Eligible? (Pre-Screening)</b>	Allows clients to independently check for potential eligibility online without having to visit or call DSS.	<b>Currently Live</b> ( <a href="http://www.connect.ct.gov">www.connect.ct.gov</a> )
<b>Interactive Voice Response (IVR)</b>	Provides secure, anytime access to generic and case-specific information by phone.	<b>Currently Live</b> (1-855-578-4515) >29,000 calls received in April
<b>Document Management and Workflow</b>	Provides centralized access to documents and visibility into document status.	<b>Currently Live</b> - Rollout Underway

# ConneCT Release Overview (cont.)

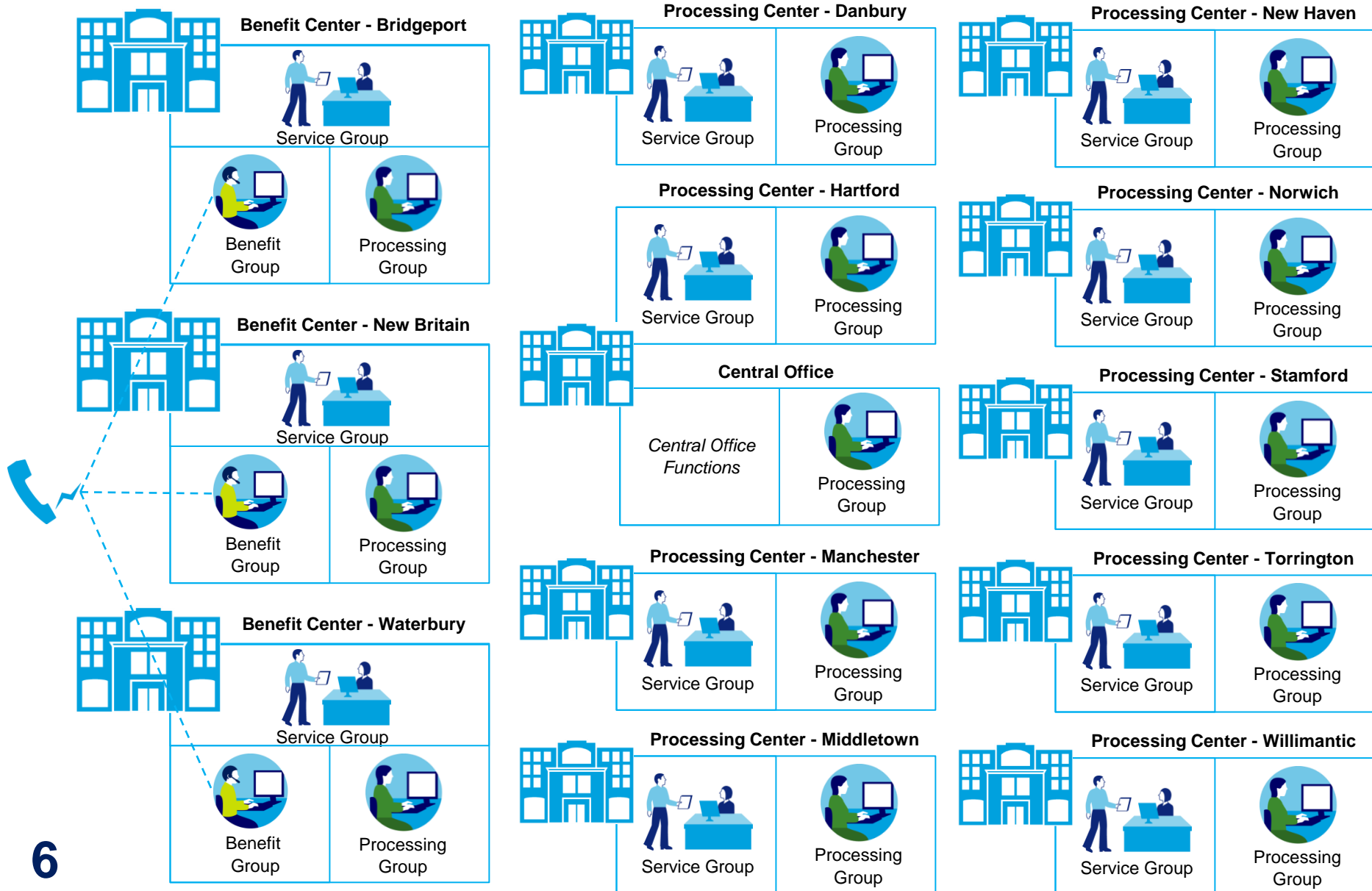
	Functional Overview	Status / Target Date
<b>Benefit Center</b>	Provides a centralized, consistent enterprise system for receiving and servicing incoming calls.	June 2013 (Rollout Begins) with new, statewide IVR number
<b>Online Application</b>	Allows clients to apply online and provides a dynamic verification checklist to clearly explain what verification is required.	Soft rollout begins August 2013
<b>Change Reporting and Online Redeterminations</b>	Allows clients to report changes and conduct redeterminations online.	Soft rollout begins August 2013

# A New Business Model – The Centers

- Service Centers
  - All 12 Regional Offices
- Processing Centers
  - All 12 Regional Offices
- Benefit Centers
  - 3 Regional Offices:  
Bridgeport, New Britain  
and Waterbury



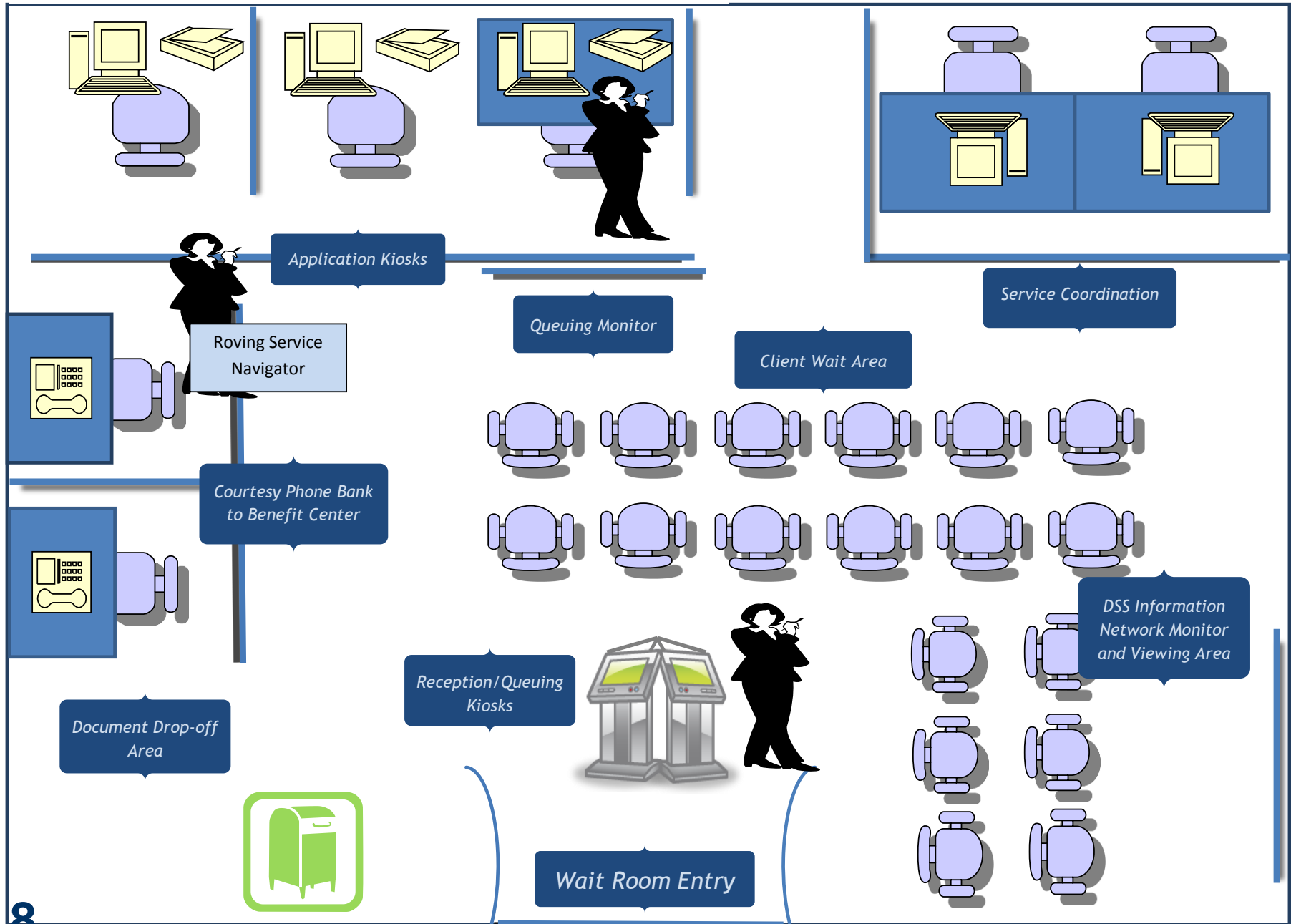
# Office Organization Model with ConneCT



# Service Center Client Activities

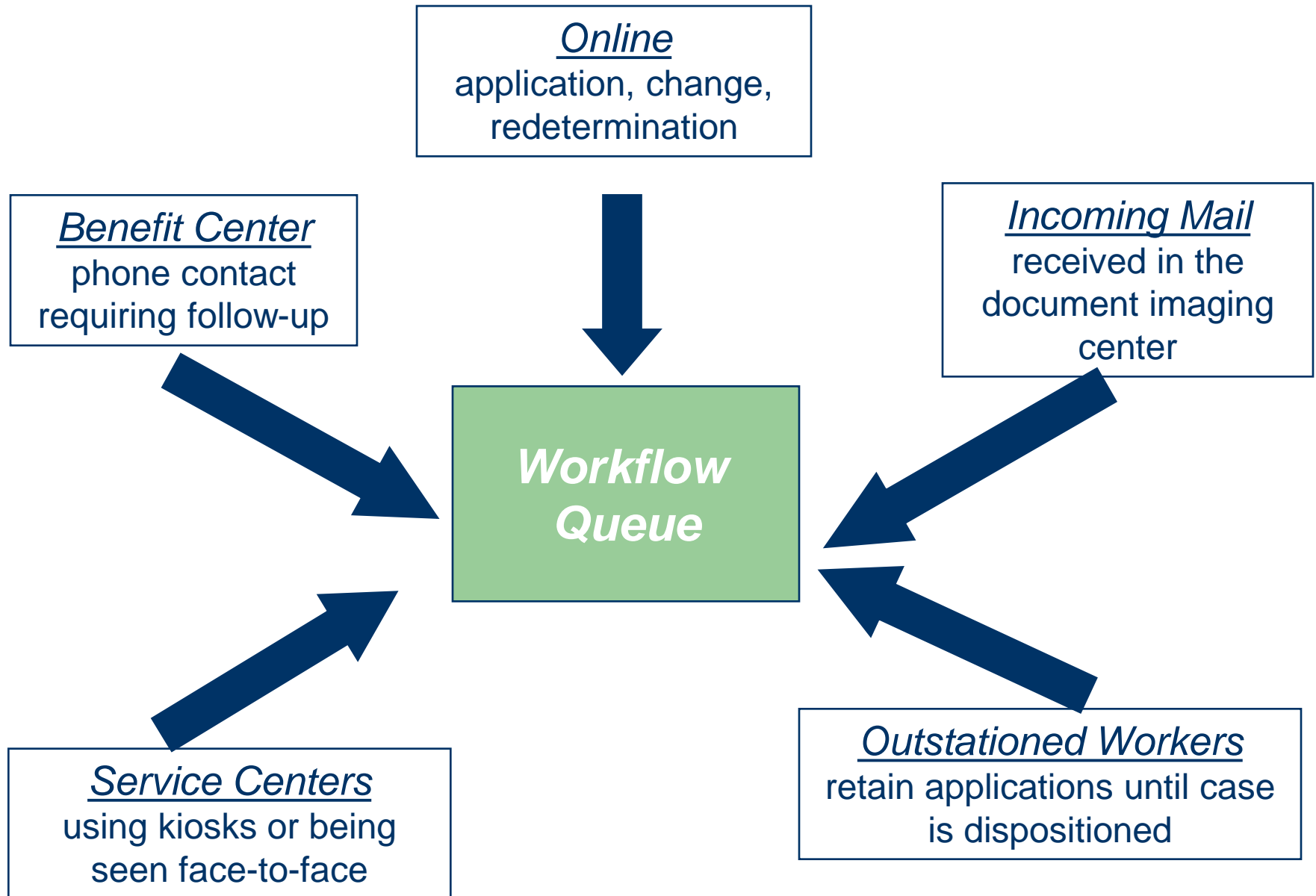
- Apply for benefits, complete re-determinations, report changes
- Access other related information on CT.gov
- Call the Benefit Center
- See a worker for scheduled appointments, and other DSS services
- Access other Community Services/Providers, where applicable
- Fax documents
- Access forms
- Access local imaging center envelopes
- Drop off documents

# DSS Service Center - Concept Design (Not to scale)

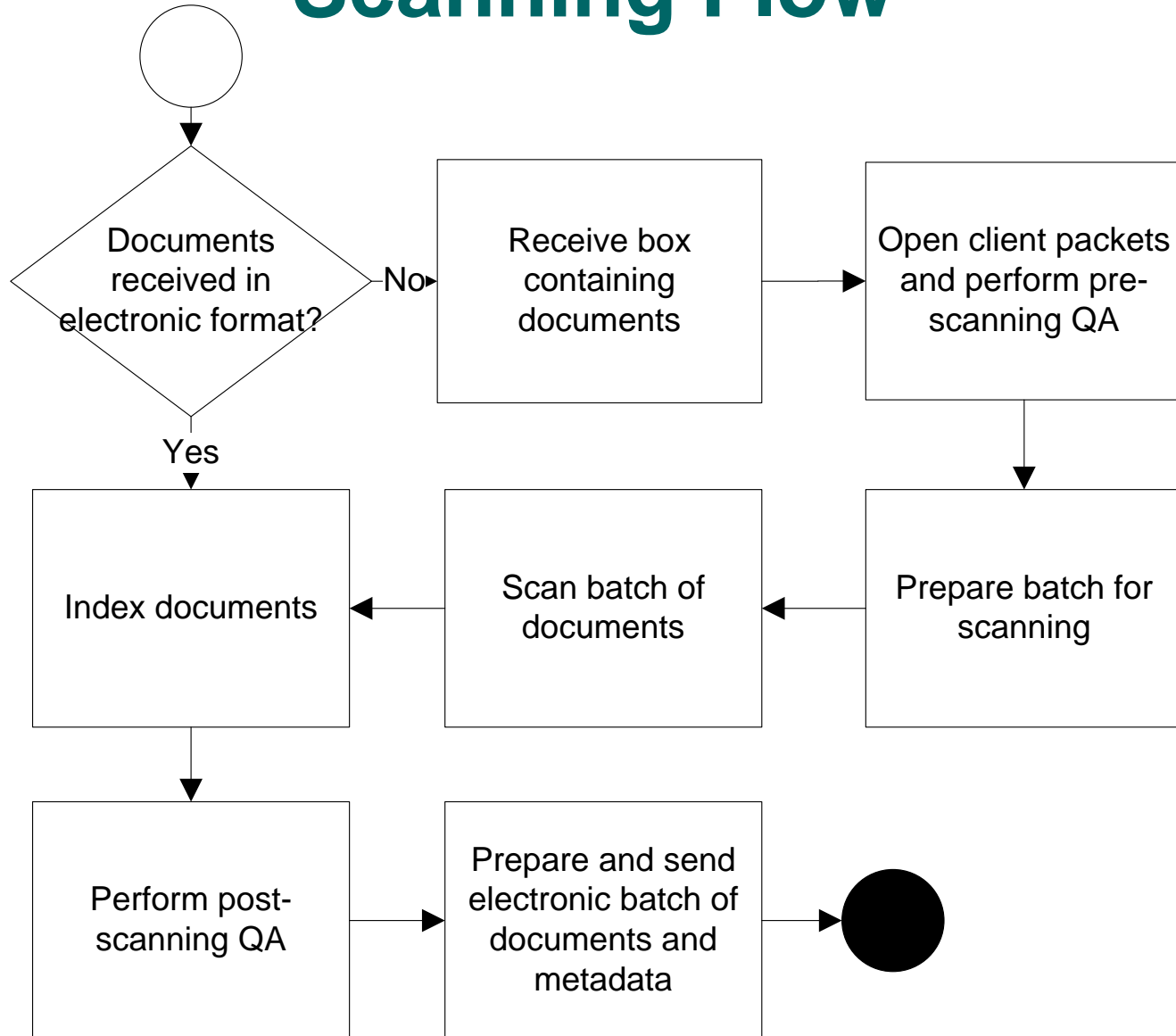




# Source of Work Generation from Client to DSS



# Scanning Flow



# ConneCT Worker Portal – A Closer Look...

ConneCT - Windows Internet Explorer

Close Action: Submit

Work Item Details	
Work Pool	Adult General
Expedited Reason	
Client ID	012234514
DSS Office	
Work Item Status	Assigned
Created Date	01/28/2013
Days In Workflow	9
Days In Inbox	1
Comments	No
<a href="#">Add/View Comments</a>	
Envelope Details	
Envelope ID: ENV008	
<ul style="list-style-type: none"><li>Application and Renewal Form (for HUSKY, MLIA, Charter Oak, and Connecticut Pre-Existing Condition Insurance Plan)</li><li>Application and Renewal Form (for HUSKY, MLIA, Charter Oak, and Connecticut Pre-Existing Condition Insurance Plan)</li></ul>	
Document Details	
Document Type	W-THUS
Document Name	Application and Renewal Form
Document Category	Housing
Client ID	012234514
Online Sub. ID	
Client First Name	

DL Class D Connecticut USA DRIVER LICENSE

9 Class: D Restr: NONE 9a Endors: NONE

4d Lic #: 787878787 15 Sex: F

3 DOB: 05-30-1978 16 Ht: 61 in

4b Expires: 05-30-2015 18 Eyes: BLU

1 SAMPLE 2 SUSAN CATHERINE 3 60 STATE ST. ROOM 146 WETHERSFIELD CT 06109

4a Issued: 05-30-2009

Page 1 of 1...

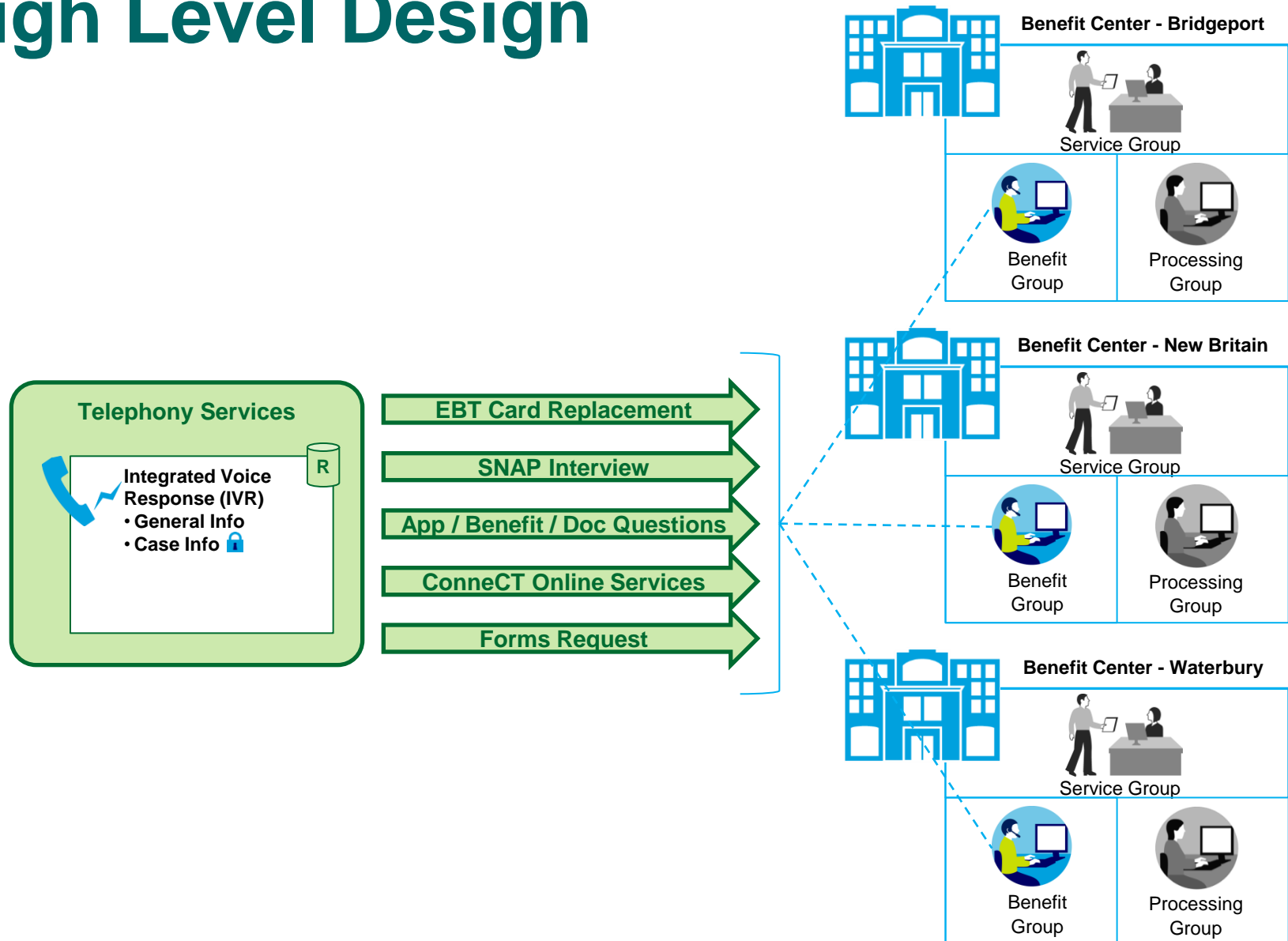
Trusted sites | Protected Mode: Off 100%

# Statewide Caseload and Specialty Units

## Types of processors:

- TFA Specialty
- LTC Specialty
- RPU Specialty
- General Pool
- Phone Interviewers

# IVR to Benefit Center Call Flow – High Level Design



# How you can help...

- Encourage our customers to use the bar-coded FastLink cover sheet and the envelope DSS provides for return of all documents.
- When you send docs on behalf of a customer and do not have the bar-coded cover sheet, please print one from ConneCT for people with a client ID (beginning in July), or use the application FastLink cover sheet when they are new to DSS.
- Note client ID on each documents.
- Submit authorization form (W298) to DSS so the Benefit Center reps can discuss the case with you.

# FastLink



W-1348cs  
(Rev. 12/12)

State of Connecticut  
Department of Social Services

## FastLink

(Form 1348 Cover Sheet)

Client ID:  
012345678

This address must  
display in window  
of return envelope. ➡

DSS Connect SCANNING CENTER  
PO BOX 1320  
MANCHESTER CT 06045-9968

**IMPORTANT: YOU MUST FILL OUT AND SEND THIS COVER SHEET WITH ALL DOCUMENTS  
RETURNED TO DSS. FAILURE TO SEND COVER SHEET MAY RESULT IN SERVICE DELAY.**

Instructions:

1. Please see your "Verification We Need" form and "Guide to Verification of Information for DSS Programs" brochure to know what documents to send with this cover sheet. You can check the status of your documents online after two business days here:  
<https://connect.ct.gov>
2. Fill out the information below:

First Name: \_\_\_\_\_

Last Name: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

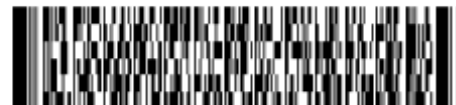
Number of Pages I am returning (including this cover sheet) : \_\_\_\_\_

3. Fold this cover sheet so that the return address (above) shows through the return envelope window.

OR:

Fax only this cover sheet and your verification documents to: [ ConneCT document fax number ]

**Note:** Please send or fax photocopies of your documents. DO NOT send or fax original documents.



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Questions? Visit <https://connect.ct.gov/> or call 855-6-CONNECT for help.



**Thank you!**

**Now, on to the  
Demo!**